## Division of Amenities and Transportation Services (DATS)

### Report of Investigation

**Investigation by:** John Crawford, Concessions Specialist

**Date of Report:** Thursday, Decmeber 19, 2019

**Date of Incident:** Thursday, December 19, 2019

**Location of Incident:** Bldg. 35 Cafeteria

**Complainant:**

(b)(6); Contractor Info; Name of Non-Key Personnel ~~om~~

**Complaint Summary:** On Thursday, December 19, at approximately 2:00PM, the Eurest Quality Assurance Specialist, (b)(6); Contractor emailed the NIH Food & Retail team to report a customer reported being ill to the Building 35 manager (b)(6); Name of around 1:00 PM on Thursday, December 19, 2019. The customer, (b)(6); Contractor stated she felt ill after her meal and purchased (and presumably consumed) from the Building 35 Cafeteria around 11:00 AM. Her meal consisted of a salad consisting of shredded carrots, grape tomatoes, cucumbers and sliced beets. The customer said she was unsure if it was from those items or something she had eaten earlier.

**Investigative Actions:**

Thursday, December 19, 2019:

1. (b)(6); Contractor manager of the 35 cafeteria, was informed by the customer of the issue. He, in turn, notified (b)(6); Contractor (Eurest Q.A.) of the incident and (b)(6); informed the food team via email.
2. (b)(6); and Tameika Kastner, DOHS food safety officer, reached out to the customer and made contact with the customer on Thursday December 19, 2019 at 5:00 PM.
3. Tameika requested shipping and purchase records for the items she consumed on the salad bar. On Friday December 20,2019 Tameika picked up samples from the cafeteria of the raw ingredients.

**Next steps performed by Contractor:**
1. DOHS is looking for contaminants in the samples. It seems unlikely that the illness was caused by the salad as most foodborne illnesses require longer than a two-hour incubation time. Also, if the salad bar was the source there would be multiple complaints from other customers.
2. No other steps are necessary at this point.

**Summation:**